



Application No. 09/472,290

G.E. Docket No. 15-IS-5298

Handwritten signature and date: 2/16/04

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In the Application of:  
Patel et al.

Serial No.: 09/472,290

Filed: December 27, 1999

For: Web-Based Apparatus and  
Method For Enhancing and  
Monitoring Picture Archiving  
and Communication Systems

Examiner: Mary J. Steelman

Group Art Unit: 2122

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

EV 304940792 US  
Express Mail No.

February 12, 2004  
Date

**37 CFR 1.133 Statement of the Substance of the Examiner Interview**

Participants:

- 1) Examiner Mary J. Steelman
- 2) Christopher N. George, Reg. No. 51,728

Date of Interview: January 13, 2004

Type of Interview: Telephonic

Claims discussed: 1-20

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Prior art discussed: Zur (U.S. Patent No. 6,178,225), Allison (U.S. Patent 6,094,531),  
and Cramer (U.S. Patent No. 5,307,354)

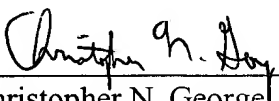
No agreement was reached regarding the claims.

Substance of the Interview:

The Examiner and the Applicant discussed the prior art. The Applicant argued that none of the cited art teaches or suggests the claimed invention. Zur does not teach or suggest remote software installation or error correction but rather to a billing system for image usage. Allison does not teach or suggest error correction or update a system but rather relates to new product testing and wiping a system to install a new operating system for a particular test. Cramer does not teach or suggest remote troubleshooting to identify an error or remote error correction or software updating but rather reboots a machine if an error occurs in the system. No agreement was reached, and the Applicant agreed to submit a response to the final rejection with new claim amendments.

Respectfully submitted,

Date: February 12, 2004

  
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Christopher N. George  
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